



Seyam Mahmud

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📍 Present Address: Street No: 27, Gate No: 149, Sanaya, Doha- Qatar

Permanent Address: Satvita, Narisha-1332, Dohar, Dhaka (Bangladesh)

ABOUT ME

I am an organized and motivated employee capable of time management, working under pressure in all environments & seeking a role in a company where I can contribute my ideas and be mentored towards a successful career.

WORK EXPERIENCE

Front Desk Executive (Customer care - Laptop Division)

Global Brand Private Limited [15 Nov 2021 – 30 June 2024]

City: Dhaka, Dhanmondi-32, Bangladesh

- # Greeting Customers as soon as they arrive at the office.
- # Handling calls, letter & email then forward to appropriate department.
- # Taking Customer complain about laptop software or hardware issues & receiving Laptop by ERP software.
- # Organizing documents by manually & digital filling system such as using google sheet or excel.
- # Handling cash, preparing memos, invoice for customer manually & using ERP software.
- # Monitoring stock product & placing orders for necessary supplies such as SSD, Mouse, Pen drive. Keyboard & other component.
- # Performing other tasks such as data entry, photocopying, scanning & POS machine.
- # Maintain a clean, organized, and welcoming reception area.
- # Reporting to management.

EDUCATION AND TRAINING

Certificate In National Skill Standard Basic Course Examination

CTI Technical Institute [1 Jul 2014 – 31 Dec 2014]

Field(s) of study: Microsoft Office Suite (

Word, Excel, Outlook) OS 10, 11

Basic Graphics Design

SR Institute of design [1 Sep 2019 – 30 Dec 2019]

Field(s) of study: Adobe Photoshop, Adobe Illustrator

Tally ERP.9

Vacancy Announcement in BD [1 Jun 2021 – 31 Jul 2021]

Field(s) of study: Tally

Bachelor of Business Administration

National University

Field(s) of study: Marketing, Grade: 3.02 out of 4

Higher Secondary School Certificate

Government Padma College

Field(s) of study: Business Studies, Grade: 3.70 out of 5

Secondary School Certificate

Muksudpur Shamsuddin Sikder High School

Field(s) of study: Business Studies, Grade: 4.25 out of 5

LANGUAGE SKILLS

Mother tongue(s): **Bangla**

Other language(s): **English, Hindi**

INDUSTRIAL VISITS

SQUARE Fashions Ltd, COCA-COLA Factory.

EXTRACURRICULAR ACTIVITIES

Executive member of 'AMHUC Marketing Club', Member of 'We are for humanity.', Executive member of 'Dohar Blood Bank'.

DIGITAL SKILLS

Microsoft Office / Basic knowledge in Tally / ERP / QR scanner / Barcode Scanner / POS Machine / Customer service skills / Google tools (Gmail, Drive, Google forms, Google sheets.) / Billing and record-keeping / Order received / Service-focused / Adaptable / Safety-oriented / Problem Solving / Multi-tasker / Innovative / Strong Communication.

REFERENCES

Reference: 01

Name : Abu Faisal Md.Khaled Uddin
Organization : Global Brand Private Limited
Designation : Manager Service Head
Address : 65, Kalabagan, Dhanmondi-32
Mobile : 01977476391
E-Mail : faisal@globalbrand.com.bd
Relation : Professional

I look forward to any opportunity to discuss the position and what I can do for your organization. Thank you for your time in reviewing my resume.



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